Poor performance of BSNL

1900. SHRIMATI KAMLA MANHAR:
SHRI DHARAM PAL SABHARWAL:
SHRI RAJU PARMAR:

Will the Minister of COMMUNICATION AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Bharat Sanchar Nigam Ltd. (BSNL) and Mahanagar Telephone Nigam Ltd. (MTNL) are way behind private sector providers in terms of Quality of Service (QoS) parameters;

(b) if so, the details thereof and the reasons therefor;

(c) whether inspite of poor performance by BSNL, Government are extending full financial support by way of Access Deficit Charges to the tune of several crores of rupees; and

(d) if so, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, as the Quality of Service Performance Monitoring Reports for the quarter ended March, 2005, like other private cellular Mobile Operators, MTNL and BSNL are meeting most of the benchmarks of various parameters in large number of circles. Performance Monitoring Reports of Cellular Mobile Service Operators for quarters ended March, 2005 are given in the Annexure. [See Appendix 205 Annexure No. 6] It is also worthwhile to add that BSNL provide the best coverage in the country regarding Cellular Mobile Service. In the case of basic service, both MTNL and BSNL are lagging behind the private operators in respect of some fault rate parameters.

(b) Fault rate per hundred subscribers per month is 15.49, 8.09 and 7.1 for MTNL Delhi, MTNL Mumbai and BSNL respectively for basic services. The main reason for the higher fault rate is that most of basic service connections are based on old underground copper cables for the PSUs. The performance of BSNL for the "fault clearance by next day" is 90.3% and the "repeat fault percentage" has come down from 0.87% to 0.59% in last 1 year.

(c) and (d) The Access Deficit Charge (ADC) is provided to BSNL to

meet the loss incurred for providing fixed line telecom service since the subscriber is charged below cost.

The A.D.C. regime has been put in place by the Telecom Regulator, to manage the substainability of the operations of the fixed line in a competitive environment particularly to support during the transition period when there is old fixed network with large coverage and which meet important social objectives in the telecom sector. This A.D.C. is not linked with Quality of Service.

Restructuring of postal network

1901. SHRIMATI JAMANA DEVI BARUPAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have roped in global consultants KPMG to prepare a report on restructuring the postal network across the country;

(b) whether the mandate given to KPMG includes identififying new areas of business;

(c) whether the idea behind this restructuring is to wipe out Rs. 1400 crores deficit;

(d) whether following this review the prices of postal products barring some essential common man items such as inland letters, envelopes and post cards could be increased to market rates; and

(e) if so, to what extent this revamping of postal network would be helpful?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir, M/s. KPMG has been engaged to undertake a System Study of the Department of Posts.

(b) Yes, Sir.

(c) Yes, Sir. This is one of the objectives.

(d) The Study seeks to assist the department of define its Universal Service Obligation and to undertake an assessment of Department's